1	Todd M. Friedman (SBN 216752)		
2	Adrian R. Bacon (SBN 280332)		
	Meghan E. George (SBN 274525)		
3	Tom E. Wheeler (SBN 308789) LAW OFFICES OF TODD M. FRIEDMAN, P.C.		
4	21550 Oxnard St., Suite 780	N, F.C.	
5	Woodland Hills, CA 91367		
	Phone: 323-306-4234		
6	Fax: 866-633-0228		
7	tfriedman@ toddflaw.com		
8	abacon@ toddflaw.com		
9	mgeorge@toddflaw.com		
	twheeler@toddflaw.com  Attorneys for Plaintiff		
10	Thorneys for I turning		
11	UNITED STATES DISTRICT COURT		
12	NORTHERN DISTRIC	CT OF C	ALIFORNIA
13	ABANTE ROOTER AND	Case No	
	PLUMBING, INC. AND SIDNEY )	Case 140	,.
14	NAIMAN, individually and on behalf of)	CLASS	ACTION
15	all others similarly situated,		<u> </u>
16	)		LAINT FOR VIOLATIONS
17	Plaintiff,	OF:	
18	)	1.	NEGLIGENT VIOLATIONS
	VS.	1.	OF THE TELEPHONE
19	SKYLINE BUILDING CARE, INC.,		CONSUMER PROTECTION ACT [47 U.S.C. 8227(b)]
20	and DOES 1 through 10, inclusive, and )	2.	ACT [47 U.S.C. §227(b)] WILLFUL VIOLATIONS
21	each of them,		OF THE TELEPHONE CONSUMER PROTECTION
22	)	2	ACT [47 U.S.C. §227(b)]
	Defendant.	3.	NEGLIGENT VIOLATIONS OF THE TELEPHONE
23	)		CONSUMER PROTECTION
24	)	4.	ACT [47 U.S.C. §227(c)] WILLFUL VIOLATIONS
25	<u> </u>		OF THE TELEPHONE CONSUMER PROTECTION
26	)		ACT [47 U.S.C. §227(c)]
	)		
27	)	DEMA	ND FOR JURY TRIAL
28		DUMA.	ADIONUUMI IMMI

Plaintiffs, ABANTE ROOTER AND PLUMBING, INC. and SIDNEY NAIMAN, ("Plaintiffs"), individually and on behalf of all others similarly situated, alleges the following upon information and belief based upon personal knowledge:

### NATURE OF THE CASE

1. Plaintiff brings this action individually and on behalf of all others similarly situated seeking damages and any other available legal or equitable remedies resulting from the illegal actions of SKYLINE BUILDING CARE, INC. ("Defendant"), in negligently, knowingly, and/or willfully contacting Plaintiff on Plaintiff's cellular telephone in violation of the Telephone Consumer Protection Act, 47. U.S.C. § 227 et seq. ("TCPA") and related regulations, specifically the National Do-Not-Call provisions, thereby invading Plaintiff's privacy.

### **JURISDICTION & VENUE**

- 2. Jurisdiction is proper under 28 U.S.C. § 1332(d)(2) because Plaintiffs, residents of California, seek relief on behalf of a Class, which will result in at least one class member belonging to a different state than that of Defendant, a corporation licensed in, and doing business within and throughout, California. Plaintiffs also seek up to \$1,500.00 in damages for each call in violation of the TCPA, which, when aggregated among a proposed class in the thousands, exceeds the \$5,000,000.00 threshold for federal court jurisdiction. Therefore, both diversity jurisdiction and the damages threshold under the Class Action Fairness Act of 2005 ("CAFA") are present, and this Court has jurisdiction.
- 3. Venue is proper in the United States District Court for the Northern District of California pursuant to 28 U.S.C. § 1391(b) and because Defendant does business within the State of California and Plaintiffs reside within the Counties of Alameda and Contra Costa.

## **PARTIES**

4. Plaintiff, ABANTE ROOTER AND PLUMBING, INC. ("Plaintiff Abante"), is a corporation of the State of California, whose principal place of

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business is in the county of Alameda and is a "person" as defined by 47 U.S.C. § 153 (39).

- Plaintiff, SIDNEY NAIMAN ("Plaintiff Naiman") is a natural person 5. residing in the county of Contra Costa, and is a "person" as defined by 47 U.S.C. § 153 (39).
- 6. Defendant, SKYLINE BUILDING CARE, INC. ("Defendant") is a janitorial service company, and is a "person" as defined by 47 U.S.C. § 153 (39).
- The above named Defendant, and its subsidiaries and agents, are collectively referred to as "Defendants." The true names and capacities of the Defendants sued herein as DOE DEFENDANTS 1 through 10, inclusive, are currently unknown to Plaintiff, who therefore sues such Defendants by fictitious names. Each of the Defendants designated herein as a DOE is legally responsible for the unlawful acts alleged herein. Plaintiff will seek leave of Court to amend the Complaint to reflect the true names and capacities of the DOE Defendants when such identities become known.
- 8. Plaintiffs are informed and believe that at all relevant times, each and every Defendant was acting as an agent and/or employee of each of the other Defendants and was acting within the course and scope of said agency and/or employment with the full knowledge and consent of each of the other Defendants. Plaintiffs are informed and believe that each of the acts and/or omissions complained of herein was made known to, and ratified by, each of the other Defendants.

## **FACTUAL ALLEGATIONS**

- 9. Beginning on or around September 5, 2017, and continuing through December of 2017, Defendant contacted Plaintiff Abante on Plaintiff Abante's cellular telephone numbers ending in -7511, -1636, -7210, -0106, -7447, -1080, and -3803 in an attempt to solicit Plaintiff Abante to purchase Defendant's services.
  - Beginning on or around September 6, 2017, and continuing through 10.

September 13, 2017, Defendant contacted Plaintiff Naiman on Plaintiff Naiman's cellular telephone number ending in -5502 in an attempt to solicit Plaintiff Naiman to purchase Defendant's services.

- 11. Defendant used an "automatic telephone dialing system" as defined by 47 U.S.C. § 227(a)(1) to place its calls to Plaintiffs seeking to solicit its services.
- 12. Defendant contacted or attempted to contact Plaintiffs from telephone numbers belonging to Defendant, including without limitation: (415) 985-2172, (609) 225-5799, (800) 872-8278, (636) 209-6021, and (212) 777-3456.
- 13. Defendant's calls constituted calls that were not for emergency purposes as defined by 47 U.S.C. § 227(b)(1)(A).
- 14. During all relevant times, Defendant did not possess Plaintiffs' "prior express consent" to receive calls using an automatic telephone dialing system or an artificial or prerecorded voice on its cellular telephones pursuant to 47 U.S.C. § 227(b)(1)(A).
- 15. Further, four of Plaintiff Abante's cellular telephone numbers, ending in -7511, -0106, -1080 and -1636, were added to the National Do-Not-Call Registry on or about August 27, 2009, February 21, 2007, November 12, 2014, and July 14, 2005, well over thirty (30) days prior to Defendant's initial calls to Plaintiff Abante.
- 16. Plaintiff Naiman's cellular telephone number, ending in -5502, was added to the National Do-Not-Call Registry on or about July 27, 2003, well over thirty (30) days prior to Defendant's initial calls to Plaintiff Naiman.
- 17. In addition, Plaintiffs requested numerous times that Defendant put its cellular numbers on Defendant's internal Do-Not-Call list. Despite such requests, Defendant continued to call Plaintiffs' cellular telephones.
- 18. Defendant placed multiple calls soliciting its business to Plaintiff Abante on its cellular telephones beginning on or about September 5, 2017, and continuing until on or about December 4, 2017, and to Plaintiff Naiman on his cellular telephone beginning on or about September 6, 2017, and continuing until

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27 28 on or about September 13, 2017.

- Such calls constitute solicitation calls pursuant to 47 C.F.R. § 19. 64.1200(c)(2) as they were attempts to promote or sell Defendant's services.
- 20. Plaintiffs received numerous solicitation calls from Defendant within a 12-month period.
- Defendant continued to call Plaintiffs in an attempt to solicit its 21. services and in violation of the National Do-Not-Call provisions of the TCPA.
- 22. Upon information and belief, and based on Plaintiffs' experiences of being called by Defendant after being on the National Do-Not-Call list for several years prior to Defendant's initial call, and at all relevant times, Defendant failed to establish and implement reasonable practices and procedures to effectively prevent telephone solicitations in violation of the regulations prescribed under 47 U.S.C. § 227(c)(5).

### **CLASS ALLEGATIONS**

- Plaintiffs bring this action individually and on behalf of all others 23. similarly situated, as a member of the four proposed classes (hereafter, jointly, "The Classes").
- 24. The class concerning the ATDS claim for no prior express consent (hereafter "The ATDS Class") is defined as follows:

All persons within the United States who received any solicitation/telemarketing telephone calls from Defendant to said person's cellular telephone made through the use of any automatic telephone dialing system or an artificial or prerecorded voice and such person had not previously consented to receiving such calls within the four years prior to the filing of this Complaint

The class concerning the ATDS claim for revocation of consent, to the 25. extent prior consent existed (hereafter "The ATDS Revocation Class") is defined

as follows:

All persons within the United States who received any solicitation/telemarketing telephone calls from Defendant to said person's cellular telephone made through the use of any automatic telephone dialing system or an artificial or prerecorded voice and such person had revoked any prior consent to receive such calls prior to the calls within the four years prior to the filing of this Complaint

26. The class concerning the National Do-Not-Call violation (hereafter "The DNC Class") is defined as follows:

All persons within the United States registered on the National Do-Not-Call Registry for at least 30 days, who had not granted Defendant prior express consent nor had a prior established business relationship, who received more than one call made by or on behalf of Defendant that promoted Defendant's products or services, within any twelve-month period, within four years prior to the filing of the complaint.

27. The class concerning the National Do-Not-Call violation following revocation of consent and prior business relationship, to the extent they existed (hereafter "The DNC Revocation Class") is defined as follows:

All persons within the United States registered on the National Do-Not-Call Registry for at least 30 days, who received more than one call made by or on behalf of Defendant that promoted Defendant's products or services, after having revoked consent and any prior established business relationship, within any twelvemonth period, within four years prior to the filing of the complaint.

28. Plaintiffs represent, and are members of, The ATDS Class, consisting

of all persons within the United States who received any solicitation telephone calls from Defendant to said person's cellular telephone made through the use of any automatic telephone dialing system or an artificial or prerecorded voice and such person had not previously not provided their cellular telephone number to Defendant within the four years prior to the filing of this Complaint.

- 29. Plaintiffs represent, and are members of, The ATDS Revocation Class, consisting of all persons within the United States who received any solicitation/telemarketing calls from Defendant to paid person's cellular telephone made through the use of any automatic telephone dialing system or an artificial or prerecorded voice and such person had revoked any prior express consent to receive such calls prior to the calls within the four years prior to the filing of this Complaint.
- 30. Plaintiffs represents, and are members of, The DNC Class, consisting of all persons within the United States registered on the National Do-Not-Call Registry for at least 30 days, who had not granted Defendant prior express consent nor had a prior established business relationship, who received more than one call made by or on behalf of Defendant that promoted Defendant's products or services, within any twelve-month period, within four years prior to the filing of the complaint.
- 31. Plaintiffs represent, and are members of, The DNC Revocation Class, consisting of all persons within the United States registered on the National Do-Not-Call Registry for at least 30 days, who received more than one call made by or on behalf of Defendant that promoted Defendant's products or services, after having revoked consent and any prior established business relationship, within any twelve-month period, within four years prior to the filing of the complaint.
- 32. Defendant, its employees, and agents are excluded from The Classes. Plaintiffs do not know the number of members in The Classes, but believes the Classes members number in the thousands, if not more. Thus, this matter should be certified as a Class Action to assist in the expeditious litigation of the matter.

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- 33. The Classes are so numerous that the individual joinder of all of its members is impractical. While the exact number and identities of The Classes members are unknown to Plaintiffs at this time and can only be ascertained through appropriate discovery, Plaintiffs are informed and believe and thereon allege that The Classes include thousands of members. Plaintiffs allege that The Classes members may be ascertained by the records maintained by Defendant.
- 34. Plaintiffs and members of The ATDS Class were harmed by the acts of Defendant in at least one of the following ways: Defendant illegally contacted Plaintiffs and ATDS Class members via their cellular telephones thereby causing Plaintiffs and ATDS Class and ATDS Revocation Class members to incur certain charges or reduced telephone time for which Plaintiffs and ATDS Class and ATDS Revocation Class members had previously paid by having to retrieve or administer messages left by Defendant during those illegal calls, and invading the privacy of said Plaintiffs and ATDS Class and ATDS Revocation Class members.
- Common questions of fact and law exist as to all members of The 35. ATDS Class which predominate over any questions affecting only individual members of The ATDS Class. These common legal and factual questions, which do not vary between ATDS Class members, and which may be determined without reference to the individual circumstances of any ATDS Class members, include, but are not limited to, the following:
  - Whether, within the four years prior to the filing of this a. Complaint, Defendant made any telemarketing/solicitation call (other than a call made for emergency purposes or made with the prior express consent of the called party) to a ATDS Class member using any automatic telephone dialing system or any artificial or prerecorded voice to any telephone number assigned to a cellular telephone service;
  - Whether Plaintiffs and the ATDS Class members were b.

damaged thereby, and the extent of damages for such violation; and

- c. Whether Defendant should be enjoined from engaging in such conduct in the future.
- 36. As persons that received numerous telemarketing/solicitation calls from Defendant using an automatic telephone dialing system or an artificial or prerecorded voice, without Plaintiffs' prior express consent, Plaintiffs are asserting claims that are typical of The ATDS Class.
- 37. Common questions of fact and law exist as to all members of The ATDS Revocation Class which predominate over any questions affecting only individual members of The ATDS Revocation Class. These common legal and factual questions, which do not vary between ATDS Revocation Class members, and which may be determined without reference to the individual circumstances of any ATDS Revocation Class members, include, but are not limited to, the following:
  - a. Whether, within the four years prior to the filing of this Complaint, Defendant made any telemarketing/solicitation call (other than a call made for emergency purposes or made with the prior express consent of the called party) to an ATDS Revocation Class member, who had revoked any prior express consent to be called using an ATDS, using any automatic telephone dialing system or any artificial or prerecorded voice to any telephone number assigned to a cellular telephone service;
  - b. Whether Plaintiffs and the ATDS Revocation Class members were damaged thereby, and the extent of damages for such violation; and
  - c. Whether Defendant and their agents should be enjoined from

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engaging in such conduct in the future.

- 38. As persons that received numerous telemarketing/solicitation calls from Defendant using an automatic telephone dialing system or an artificial or prerecorded voice, after Plaintiffs had revoked any prior express consent, Plaintiffs are asserting claims that are typical of The ATDS Revocation Class.
- 39. Plaintiffs and members of The DNC Class and DNC Revocation Class were harmed by the acts of Defendant in at least the following ways: Defendant illegally contacted Plaintiffs and DNC Class and DNC Revocation Class members via their telephones for solicitation purposes, thereby invading the privacy of said Plaintiffs and the DNC Class and DNC Revocation Class members whose telephone numbers were on the National Do-Not-Call Registry. Plaintiffs and the DNC Class and DNC Revocation Class members were damaged thereby.
- Common questions of fact and law exist as to all members of The 40. DNC Class which predominate over any questions affecting only individual members of The DNC Class. These common legal and factual questions, which do not vary between DNC Class members, and which may be determined without reference to the individual circumstances of any DNC Class members, include, but are not limited to, the following:
  - Whether, within the four years prior to the filing of this a. Complaint, Defendant or its agents placed more than one solicitation call to the members of the DNC Class whose telephone numbers were on the National Do-Not-Call Registry and who had not granted prior express consent to Defendant and did not have an established business relationship with Defendant;
  - Whether Defendant obtained prior express written consent to b. place solicitation calls to Plaintiffs or the DNC Class members' telephones;

- c. Whether Plaintiffs and the DNC Class member were damaged thereby, and the extent of damages for such violation; and
- d. Whether Defendant and its agents should be enjoined from engaging in such conduct in the future.
- 41. As persons that received numerous solicitation calls from Defendant within a 12-month period, who had not granted Defendant prior express consent and did not have an established business relationship with Defendant, Plaintiffs are asserting claims that are typical of the DNC Class.
- 42. Common questions of fact and law exist as to all members of The DNC Class which predominate over any questions affecting only individual members of The DNC Revocation Class. These common legal and factual questions, which do not vary between DNC Revocation Class members, and which may be determined without reference to the individual circumstances of any DNC Revocation Class members, include, but are not limited to, the following:
  - a. Whether, within the four years prior to the filing of this Complaint, Defendant or its agents placed more than one solicitation call to the members of the DNC Class whose telephone numbers were on the National Do-Not-Call Registry and who had revoked any prior express consent and any established business relationship with Defendant;
  - b. Whether Plaintiffs and the DNC Class member were damaged thereby, and the extent of damages for such violation; and
  - c. Whether Defendant and its agents should be enjoined from engaging in such conduct in the future.
- 43. As persons that received numerous solicitation calls from Defendant within a 12-month period, who, to the extent one existed, had revoked any prior express consent and any established business relationship with Defendant, Plaintiffs are asserting claims that are typical of the DNC Revocation Class.

- 44. Plaintiff will fairly and adequately protect the interests of the members of The Classes. Plaintiff has retained attorneys experienced in the prosecution of class actions.
- 45. A class action is superior to other available methods of fair and efficient adjudication of this controversy, since individual litigation of the claims of all Classes members is impracticable. Even if every Classes member could afford individual litigation, the court system could not. It would be unduly burdensome to the courts in which individual litigation of numerous issues would proceed. Individualized litigation would also present the potential for varying, inconsistent, or contradictory judgments and would magnify the delay and expense to all parties and to the court system resulting from multiple trials of the same complex factual issues. By contrast, the conduct of this action as a class action presents fewer management difficulties, conserves the resources of the parties and of the court system, and protects the rights of each Classes member.
- 46. The prosecution of separate actions by individual Classes members would create a risk of adjudications with respect to them that would, as a practical matter, be dispositive of the interests of the other Classes members not parties to such adjudications or that would substantially impair or impede the ability of such non-party Class members to protect their interests.
- 47. Defendant has acted or refused to act in respects generally applicable to The Classes, thereby making appropriate final and injunctive relief with regard to the members of the Classes as a whole.

## FIRST CAUSE OF ACTION

Negligent Violations of the Telephone Consumer Protection Act 47 U.S.C. §227(b).

#### On Behalf of the ATDS Class and ATDS Revocation Class

- 48. Plaintiffs repeat and incorporate by reference into this cause of action the allegations set forth above at Paragraphs 1-47.
  - 49. The foregoing acts and omissions of Defendant constitute numerous

and multiple negligent violations of the TCPA, including but not limited to each and every one of the above cited provisions of 47 U.S.C. § 227(b), and in particular 47 U.S.C. § 227(b)(1)(A).

- 50. As a result of Defendant's negligent violations of 47 U.S.C. § 227(b), Plaintiffs and the Class Members are entitled an award of \$500.00 in statutory damages, for each and every violation, pursuant to 47 U.S.C. § 227(b)(3)(B).
- 51. Plaintiffs and the ATDS Class and the ATDS Revocation Class members are also entitled to and seek injunctive relief prohibiting such conduct in the future.

#### **SECOND CAUSE OF ACTION**

## Knowing and/or Willful Violations of the Telephone Consumer Protection Act

47 U.S.C. §227(b)

### On Behalf of the ATDS Class and the ATDS Revocation Class

- 52. Plaintiffs repeat and incorporate by reference into this cause of action the allegations set forth above at Paragraphs 1-47.
- 53. The foregoing acts and omissions of Defendant constitute numerous and multiple knowing and/or willful violations of the TCPA, including but not limited to each and every one of the above cited provisions of 47 U.S.C. § 227(b), and in particular 47 U.S.C. § 227(b)(1)(A).
- 54. As a result of Defendant's knowing and/or willful violations of 47 U.S.C. § 227(b), Plaintiffs and the ATDS Class and the ATDS Revocation Class members are entitled an award of \$1,500.00 in statutory damages, for each and every violation, pursuant to 47 U.S.C. § 227(b)(3)(B) and 47 U.S.C. § 227(b)(3)(C).
- 55. Plaintiffs and the Class members are also entitled to and seek injunctive relief prohibiting such conduct in the future.

## THIRD CAUSE OF ACTION

Negligent Violations of the Telephone Consumer Protection Act 47 U.S.C. §227(c) On Behalf of the DNC Class

- 56. Plaintiffs repeat and incorporate by reference into this cause of action the allegations set forth above at Paragraphs 1-47.
- 57. The foregoing acts and omissions of Defendant constitute numerous and multiple negligent violations of the TCPA, including but not limited to each and every one of the above cited provisions of 47 U.S.C. § 227(c), and in particular 47 U.S.C. § 227(c)(5).
- 58. As a result of Defendant's negligent violations of 47 U.S.C. § 227(c), Plaintiffs and the DNC Class Members are entitled an award of \$500.00 in statutory damages, for each and every violation, pursuant to 47 U.S.C. § 227(c)(5)(B).
- 59. Plaintiffs and the DNC Class members are also entitled to and seek injunctive relief prohibiting such conduct in the future.

### FOURTH CAUSE OF ACTION

# Knowing and/or Willful Violations of the Telephone Consumer Protection Act

## 47 U.S.C. §227 et seq. On Behalf of the DNC Class

- 60. Plaintiffs repeat and incorporates by reference into this cause of action the allegations set forth above at Paragraphs 1-47.
- 61. The foregoing acts and omissions of Defendant constitute numerous and multiple knowing and/or willful violations of the TCPA, including but not limited to each and every one of the above cited provisions of 47 U.S.C. § 227(c), in particular 47 U.S.C. § 227(c)(5).
- 62. As a result of Defendant's knowing and/or willful violations of 47 U.S.C. § 227(c), Plaintiffs and the DNC Class members are entitled an award of \$1,500.00 in statutory damages, for each and every violation, pursuant to 47 U.S.C. § 227(c)(5).
- 63. Plaintiffs and the DNC Class members are also entitled to and seek injunctive relief prohibiting such conduct in the future.

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#### PRAYER FOR RELIEF

WHEREFORE, Plaintiff requests judgment against Defendant for the following: FIRST CAUSE OF ACTION

## Negligent Violations of the Telephone Consumer Protection Act 47 U.S.C. §227(b)

- As a result of Defendant's negligent violations of 47~U.S.C. \$227(b)(1), Plaintiffs and the ATDS Class and ATDS Revocation members are entitled to and request \$500 in statutory damages, for each and every violation, pursuant to 47~U.S.C.~227(b)(3)(B).
- An order for injunctive relief prohibiting such conduct by Defendants in the future.
- Any and all other relief that the Court deems just and proper.

### SECOND CAUSE OF ACTION

## Knowing and/or Willful Violations of the Telephone Consumer Protection Act 47 U.S.C. §227(b)

- As a result of Defendant's willful and/or knowing violations of 47  $U.S.C.\ \S227(b)(1)$ , Plaintiffs and the ATDS Class and the ATDS Revocation Class members are entitled to and request treble damages, as provided by statute, up to \$1,500, for each and every violation, pursuant to 47  $U.S.C.\ \S227(b)(3)(B)$  and 47  $U.S.C.\ \S227(b)(3)(C)$ .
- An order for injunctive relief prohibiting such conduct by Defendants in the future.
- Any and all other relief that the Court deems just and proper.

## THIRD CAUSE OF ACTION

## Negligent Violations of the Telephone Consumer Protection Act 47 U.S.C. §227(c)

• As a result of Defendant's negligent violations of 47 U.S.C. \$227(c)(5), Plaintiffs and the DNC Class members are entitled to and request \$500 in statutory damages, for each and every violation, pursuant to 47 U.S.C. 227(c)(5).

- An order for injunctive relief prohibiting such conduct by Defendants in the future.
- Any and all other relief that the Court deems just and proper.

### FOURTH CAUSE OF ACTION

# Knowing and/or Willful Violations of the Telephone Consumer Protection Act

47 U.S.C. §227(c)

- As a result of Defendant's willful and/or knowing violations of 47  $U.S.C.\ \S 227(c)(5)$ , Plaintiffs and the DNC Class members are entitled to and request treble damages, as provided by statute, up to \$1,500, for each and every violation, pursuant to 47  $U.S.C.\ \S 227(c)(5)$ .
- An order for injunctive relief prohibiting such conduct by Defendants in the future.
- Any and all other relief that the Court deems just and proper.

## **JURY TRIAL**

64. Pursuant to the Seventh Amendment to the Constitution of the United States of America, Plaintiffs are entitled to, and demands, a trial by jury.

Respectfully Submitted this 14th Day of November, 2018.

LAW OFFICES OF TODD M. FRIEDMAN, P.C.

By: /s/ Todd M. Friedman
Todd M. Friedman
Law Offices of Todd M. Friedman
Attorney for Plaintiffs